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Att. to DD/S 59-2647

EXCERPTS FROM THE IG'S ANALYSIS PERTAINING TO  
INTERVIEWS WITH PCS RETURNEES

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With the exception of one-time situations peculiar to individual employees--which usually become cases for this Staff--the complaints fell into a recognizable pattern. The principal categories, in descending order of incidence were as follows:

<u>Category</u>	<u>Per Cent of Total</u>
a. No Headquarters Assignment	34
b. Problems involving "cover"	23
c. Inefficiency in administration and operations	15
d. Career Service Program	12
e. Medical	9
f. Miscellaneous	7

The following comments relate to the above categories:

a. No Headquarters Assignment

Insufficient advance planning for the next assignment of returnees continues to provoke the greatest number of complaints. The nature and extent of this problem was detailed and some evidence of improvement is beginning to appear; however, the problem is far from solution. Overseas personnel dutifully fill out their Field Reassignment Questionnaires (FRQ) some eight months prior to their return, advising Headquarters of their alternate choices for assignment. Upon return their usual complaint is not that their choices were disregarded, but rather that no reply to the FRQ was received, and that no assignment of any kind has been arranged. Generally this problem varies with the size of the component; it is especially pronounced where the Headquarters strength of a component is considerably less than its overseas strength.

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c. Inefficiency in Administration and Operations

This category covers many things but has a closer relationship to individual stations and circumstances than do the foregoing categories. When one considers the large number of transfers to and from field stations per year and the countless possibilities for administrative error, the number of specific complaints in this area must be considered small. In general, they pertain to matters of insurance, transportation of household effects, and an occasional complaint of inefficiency in station management.

d. Career Service Program

Comments on the Career Service Program give a rather clear indication that it is regarded with indifference by a large number of employees. In that this program is being reviewed by this Staff on an Agency-wide basis, it will suffice to say at this point that there is a general feeling of concern about its effectiveness in its present form.

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In summary, the Staff has found the returnee interview program a useful tool in smoothing certain rough spots in the overseas tours of Agency employees. From the standpoint of morale, returnees invariably welcome the opportunity to discuss their tours with someone "outside the division". During 1959 an effort is being made to increase the number of returnee interviews as much as time will permit.

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